

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: MASSACHUSETTS DATE: September 30, 2005

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

Our PY2004 Reemployment Plan described the implementation of the Connecting Claimants to Career Centers Program which was designed with the goal of improving the quality and quantity of direct reemployment services to UI claimants. In order to accomplish this goal, the Profiling Program implemented by the Commonwealth in 1996 to target customers for reemployment services was updated to include all permanently separated claimants, not just those from “declining” industries. A mandatory “Career Center Seminar (CCS)” was developed as a uniform service provided to all claimants at every Career Center throughout the Commonwealth to enhance and encourage the claimant’s connection to the Career Center system. The seminar provides a complete overview of all services available through all Massachusetts One-Stop Career Centers, including those offered by partners. It includes a Job Search Inventory to help claimants plan their job search and identify skills that need improvement. It also includes a Job Search Action Plan which links identified job search needs with specific services available in each Career Center. Claimants are encouraged to sign up for additional services as soon as they have completed the CCS.

The Connecting Claimants program utilizes an automated telephone scheduling system which has resulted in a more effective direct link between claimants and reemployment services available through Career Centers. Call Center agents have been trained to use the Commonwealth’s workforce development data collection system, the Massachusetts One-Stop Employment System (MOSES) so that claimant information only needs to be provided once and is then available to Career Center staff. A claimant’s first UI payment triggers receipt of information about the automated telephone scheduling system so that in most cases claimants can schedule themselves for a CCS. If for any reason the claimant is unable to do so, a Call Center agent can also schedule the claimant into a CCS.

Reemployment services have been fully integrated with programs and services offered by One-Stop Career Center partners through the Connecting Claimants program. The CCS provides claimants with access to a fully integrated array of employment and training services funded through Wagner-Peyser, WIA Titles I and II, and the Commonwealth’s TANF agency. All Career Centers also provide information on and access to funding for training that may be available to UI claimants through TAA/NAFTA and Section 30 or through specialized grants for large plant closings. Whenever possible claimants are introduced directly to staff representing

the relevant partners/services so that the full range of services can be provided in a seamless manner.

Massachusetts continues to utilize 80% of our RES allocation to provide additional funding to the field to enhance staffing capacity. We continued to utilize 20% of the funds for technology and database enhancement, program management, marketing, staff training and the purchase of materials to augment the project. As in the past, we included our Reemployment Services funds within the scope of our annual planning process to ensure that these services were fully integrated as part of the One-Stop Career Center operational plans.

Performance Outcomes

PY2004 was the first full year of operations for the Connecting Claimants program and the result has been significant improvements both in direct service to claimants and in entered employments. Our PY2004 plan projected a modest increase of 10% in the number of entered employments for UI claimants. We have significantly exceeded that goal. These improvements are summarized below:

PY 2003

1. Total Number of Permanently Separated UI Claimants	93,308
2. Number of Permanently Separated Claimants Receiving Mandatory Career Center Services	47,782
3. Percentage Receiving Mandatory Services	51.2%
4. Percent of UI Claimants Entering Employment	42.34%

PY 2004

1. Total Number of Permanently Separated UI Claimants	85,728
2. Number of Permanently Separated Claimants Receiving Mandatory Career Center Services	85,597
3. Percentage Receiving Mandatory Services	99.8%
4. Percent of UI Claimants Entering Employment	65.77%

Percent change in number of Permanently Separated UI Claimants served from prior year	+48.6%
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Per cent change in Entered Employment for UI Claimants from prior year	+23.43%
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